**Notes – Technology Meeting (1-4-2011)**

**Service Request Forms**

If teachers need help with a computer problem or software/updates installed, they will need to fill out a Service Request Form. These forms can be found on Sycamore. Teachers fill out the form with as much information as possible (must include the user, the computer used, a detailed description of the issue and what you did initially to try to solve the problem). Forms should be placed in the service basket in the CC computer lab or the GA computer lab. Lisa and Tina will work on these requests as time permits. Tracy and Joe will be here once a week to work on requests in the box as well as updates.

**Software Updates**

Teachers will be allowed to update their own machines on Mondays from 7:30-9:00 each week. To do this, login with username: Monday; password: Teacher2011

**Computer Class for Teachers**

Teachers are responsible for learning and knowing how to use Word, Excel and Sycamore. Classes will be offered for those who need help. First class will be on February 14 at 1:15. During this time, Lisa will teach Basic Work 2011 in the CC computer lab and Tina will teach Sycamore in the GA computer lab. If you have specific things you need help with, please submit your questions to Lisa or Tina prior to the class. An agenda for each class will be posted to Sycamore so participants will know what to expect. An Excel class will be scheduled at a later date.